

**PENNSYLVANIA HOSPITAL BOARD OF MANAGERS  
EXECUTIVE COMMITTEE**

*Resolution to Approve the Pennsylvania Hospital of the University of Pennsylvania Health System's Community Health Needs Assessment Implementation Strategy Written Plan*

**INTENTION:**

Pennsylvania Hospital of the University of Pennsylvania Health System ("PAH") a component of the University of Pennsylvania Health System ("UPHS") and Penn Medicine, is organized as a not-for-profit 501(c)(3) hospital. PAH is committed to identifying, prioritizing and serving the health needs of the community it serves. In fulfillment of the Patient Protection and Affordable Care Act, PAH has performed a Community Health Needs Assessment ("CHNA") and in conjunction with UPHS, prepared a written implementation strategy ("CHNA Implementation Plan"). The purpose of the CHNA is to identify and assess the health needs of, and take into account input from persons who represent the broad interests of the community served by PAH. The CHNA Implementation Plan for Fiscal Year 2013, as presented to the Board of Managers through its Executive Committee and attached as Exhibit A sets forth PAH's assessment and implementation strategies.

**ACCORDINGLY, IT IS HEREBY**

**RESOLVED**, that the PAH CHNA Implementation Plan as described in the foregoing Intention is hereby approved.

**FURTHER RESOLVED**, that the proper officers of PAH be, and each of them hereby is, authorized to execute and deliver such additional documents, and to take such additional actions as may be necessary or desirable in the opinion of the individual so acting, to effectuate the intent of the foregoing resolution.

R. Michael Buckley, Jr., M.D.  
June 10, 2013

**Exhibit “A”**

**PENNSYLVANIA HOSPITAL OF THE UNIVERSITY**  
**OF PENNSYLVANIA HEALTH SYSTEM COMMUNITY HEALTH NEEDS**  
**ASSESSMENT IMPLEMENTATION PLAN FOR FISCAL YEAR 2013**

# Community Health Needs Assessment (CHNA)

## Implementation Strategy

### Written Plan

The Pennsylvania Hospital  
of the University of Pennsylvania Health System  
800 Spruce Street  
Philadelphia, Pennsylvania 19107  
Fiscal Year 2013

#### I. General Information

Contact Person: Michael Buckley, M.D., Executive Director

Date of Written Plan: April 15, 2013

Date Written Plan Was Adopted by Organization's Authorized Governing Body: June 10, 2013

Date Written Plan Was Required to Be Adopted: June 30, 2013

Authorizing Governing Body that Adopted the Written Plan: Pennsylvania Hospital Board of Managers

Was Written Plan Adopted by Authorized Governing Body by End of Tax Year in Which CHNA was Made Available to the Public? Yes

Date Facility's Prior Written Plan Was Adopted by Organization's Governing Body: Not Applicable; FY 2013 is first plan submitted.

Name and EIN of Hospital Organization Operating Hospital Facility:

Pennsylvania Hospital of UPHS

EIN 31-1538725

Address of Hospital Organization:

800 Spruce Street

Philadelphia, Pennsylvania 19107

#### II. List of Community Health Needs Identified in Written Report

List of Community Health Needs Identified in CHNA Written Report:

1. Leading cause of death: Heart Disease
2. Second leading cause of death: Cancer
3. Unmet health care needs of the residents of this service area include
  - A. Access to primary and preventive care for adults and children, particularly women living in poverty.

B. Access to behavioral health care, dental care and prescription coverage for adults and children.

4. Unmet needs in this area also include increased educational programs to address:

- A. Cultural and language barriers particularly among non-English speakers, Asian and Latino populations;
- B. Navigating the complexities of the health care system;
- C. Neighborhood safety;
- D. Long waits for certain health care services;
- E. Heart disease and cancer for all residents;
- F. Smoking prevention, interventions, and cessation programs; and
- G. Women's health needs, specifically for Obstetrical and routine Gynecological care and specifically for low-income women.

### III. List of Collaborating Organizations

List of Collaborating Organizations:

- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania
- University of Pennsylvania Office of Government Relations and Community Affairs
- University of Pennsylvania School of Nursing - Healthy in Philadelphia
- Delaware Valley Healthcare Council
- Philadelphia Public Health Centers
- University of Pennsylvania - Center for Public Health Initiatives
- Philadelphia Department of Health
- Joan Karnell Cancer Center
- Philadelphia Department of Behavioral Health

#### IV. Health Needs Planned to Be Addressed By Facility

Based upon the Community Health Needs Assessment, prepared by the Public Health Management Corporation for Pennsylvania Hospital, the following plan has been created.

List of Health Needs the Facility Plans to Address:

##### 1. Leading cause of death: Heart Disease

Identify facility's specific programs and resources the facility plans to commit to meeting the need:

- Continue the organization's effort to invest in physician recruitment in both cardiology and cardiac surgery.
- Continue the organization's committed investment in the physical plant and technology in support of heart disease.
- Continue the organizations focused efforts on staff and patient education in areas such as heart failure.
- Continue the efforts underway to improve the experience of the patient with heart disease in all aspects of care inpatient and outpatient.
- Maintain the inpatient care unit and intensive care unit dedicated to cardiology.
- Maintain support for nurses to achieve professional certification in cardiology.

Describe anticipated impact of committed programs and resources on the health need

- Heart Disease is the leading cause of death in the service area.
- Efforts will expand the accessibility of providers to the community.
- Elevate the knowledge level of clinicians and the community served.

Describe facility's priorities in meeting these needs

- High priority has been placed on the continued growth of this program in order to better serve this patient population by increasing access.
- A multidisciplinary team has been identified to lead the improvement of the patient experience. Resources from the health system have been secured to support the process.

Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need

- Collaborate with Philadelphia Department of Health sharing educational resources and joining forces on health goals designated by the City.
- American Diabetes Association
- American Association of Diabetes Educators
- American Heart Association

Identify all organizations with which the hospital collaborated in developing the implementation strategy

- Philadelphia Department of Health
- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania
- University of Pennsylvania School of Nursing - Healthy in Philadelphia
- Delaware Valley Healthcare Council
- Philadelphia Public Health Centers
- University of Pennsylvania - Center for Public Health Initiatives
- Philadelphia Department of Behavioral Health

2. Second leading cause of death: Cancer

Identify facility's specific programs and resources the facility plans to commit to meeting the need

- Continue the support of the Joan Karnell Cancer Center which offers the following services:
  - Support groups addressing needs such as: breast cancer, body image, esophageal cancer, bereavement for families impacted, sickle cell and sarcoma.
  - Educational programs such as: healthy cooking classes, maintaining optimal health and body image, education for those at high risk, early detection for breast cancer and caregiver programs.
  - Screening and awareness programs covering topics such as: Prostate cancer, oral, head and neck cancer, colorectal cancer and uterine cancer.
- Continue the significant investment in Palliative Care which most recently provided for the addition of a social worker, nurse and physician certified in Palliative Care.
- Continue the significant investment in physician recruitment.
- Continue the significant investment in physical plant and technology.
- Continue the significant investment in support services, patient and staff education and research.
- Maintain the inpatient unit dedicated to the treatment of cancer.
- Continue the support for all nurses to achieve professional certification in oncology nursing.
- Continue to provide access to hospice care.

Describe anticipated impact of committed programs and resources on the health need

- The impact of programs offering education will increase the awareness of the early detection, treatment of cancer for patients and family members.
- Continued recruitment of physicians will increase access to care for the community.

- Services such as palliative care and hospice provide appropriate symptom management, level of care and psychosocial support for the patient and family.

Describe facility's priorities in meeting these needs

- The primary priority is the support of the continued growth of the current programs serving the cancer needs of the community.

Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need

- American Cancer Society
- Susan G. Komen Foundation
- Peter Skelton Research Foundation

Identify all organizations with which the hospital collaborated in developing the implementation strategy

- The Philadelphia Department of Health
- Joan Karnell Cancer Center
- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania
- University of Pennsylvania Office of Government Relations and Community Affairs
- University of Pennsylvania School of Nursing - Healthy in Philadelphia
- Delaware Valley Healthcare Council
- Philadelphia Public Health Centers
- University of Pennsylvania - Center for Public Health Initiatives

3. Unmet health care needs of the residents of this service area include:

- A. Access to primary and preventive care for adults and children, particularly women living in poverty.

Identify facility's specific programs and resources the facility plans to commit to meeting the need.

The Wood Clinic:

- Maintain the support for the Wood Clinic which provides care to the underinsured, Medicaid and Medicare. The Wood Clinic is a multi specialty, multi-provider Residency training clinic that provides the specialties internal medicine, dermatology and infectious disease. The clinic provides social service assistance to assess patient needs and barriers to access. In some cases grant funding is sought on the patient's behalf for medication, transportation and co-pays.
- A patient navigator coordinators screenings such as mammograms, colonoscopies, diabetes, eye exams and diabetic counseling.

- The Clinic provides translation services.

#### Women and Children's Health Services (WCHS):

WCHS is a non-profit ambulatory healthcare facility that specializes in the provision of obstetrical, gynecologic and family planning services. Since its inception over 25 years ago, WCHS has maintained a commitment to provide medical care to all patients, regardless of their ability to pay. Most patients have low to moderate incomes. The program also offers psychosocial support services. The following are examples of the programs provided which PAH will continue to support:

- Latina Community Health Services: This program offers prenatal and gynecologic services to women who are unable to obtain medical insurance. The program is funded by grants and contributions and staffed by a nurse and nurse practitioner. Physicians and Midwives volunteer their time to care for patients.
- Strategies to Encourage Parental Self-Sufficiency (STEPS) - This program provides counseling, education, clinical care, social services and family planning to pregnant teens and their support persons.
- Childbirth Education Classes cover topics such as Labor, Relaxation Techniques, medical options for pain relief in labor, post-partum care and early infant care/development.
- Male Partners Services: This service provides treatment for the male partners of the female patients who test positive for sexually transmitted diseases.
- Healthy Women Program: This state funded program provides free cervical cancer and breast screenings.
- Smoking Cessation-The nursing staff is certified to provide smoking cessation counseling by Clean Air for Healthy Children. This is a program sponsored by the Pennsylvania Department of Health.

#### Newborn Pediatric Care

- Will continue to provide expert care through the Intensive Care Nursery. Each year 40-60 babies are cared for without any means of support.

#### Nurse-Midwifery

- Will continue to maintain this service which provides 11 midwives who work collaboratively with the physicians in the Department of Obstetrics and Gynecology to provide care to low-income women. In addition to providing care at the hospital they also provide care at several community health clinics. The Mid-Wives also provide free community education in multiple venues.

#### Family Education Department

Will continue to support the Family Education Department which provides free postpartum classes to support, educate, and encourage breastfeeding mothers.

- A Breast Feeding Support grant has been secured to provide education and support to the underserved.

- Special classes are held for Spanish-speaking expectant mothers.
- Breast pumps are provided to women who cannot afford them.

Describe anticipated impact of committed programs and resources on the health need

- Provide care and education to adults, children and expectant mothers who otherwise would not have access.

Describe facility's priorities in meeting these needs

- Continue to invest in and support programs providing primary care to adults, particularly women living in poverty.

Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need

- Philadelphia Department of Health.
- Wood Clinic
- Latina Community Health Services
- Southeast Health Center
- Wilson Park Medical Center
- Frankford Avenue Health Center
- First Hospital Association
- Unicef Baby Friendly Initiative

Identify all organizations with which the hospital collaborated in developing the implementation strategy

- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania
- Philadelphia Department of Health.
- University of Pennsylvania Office of Government Relations and Community Affairs
- University of Pennsylvania School of Nursing - Healthy in Philadelphia
- Delaware Valley Healthcare Council
- Philadelphia Public Health Centers
- University of Pennsylvania - Center for Public Health Initiatives
- Joan Karnell Cancer Center

**B. Access to behavioral health care**

Identify facility's specific programs and resources the facility plans to commit to meeting the need

- Maintain the support for the two inpatient behavioral units.
- Continue the services provided by the Crisis Response Center, an emergency room dedicated to the care of patients in need of psychiatric crisis support, and/or in need of placement of voluntary or involuntary inpatient services. These services are provided regardless of a patient's ability to pay.
- Continue the many programs offered through the Hall-Mercer Community Mental Health/ Mental Retardation Center: The center offers outpatient services ranging from psychotherapy and counseling through a variety of specialized programs for people with developmental disabilities, chronic mental illness and related problems. The hospital subsidizes a significant portion of its services. Examples of services follow:
  - Crisis intervention, evaluation, psychotherapy, pharmacotherapy, social rehabilitation, intensive case management, and homeless and special services to senior citizens and South East Asian population.
  - Child and parent support groups addressing topics such as parenting workshops for first time parents.
  - Adult literacy program for the South East Asian population.
  - Provide education to community organizations and the Philadelphia Police.
  - Children's Community Based Service Department which was established to bring together the community based children's service programs that provide clinical and case management services in the community to children and their families.

Describe anticipated impact of committed programs and resources on the health need

- Emergency care and treatment for those in psychiatric crisis
- Provide placement for the homeless.
- Provide comprehensive psychiatric treatment across the continuum of care, inpatient and outpatient.

Describe facility's priorities in meeting these needs

- The priority to serve this population of patients has long been a mission of this organization as it was one of the primary reasons this organization was founded. This commitment will continue.

Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need

- Philadelphia Department of Health
- Community Outreach Committee of the Federation of Teachers.
- The Philadelphia Center for Behavioral Health
- AA Intergroup

- Philadelphia Police
- Mental Health Association of South Eastern P.A.
- Project H.O.M.E

Identify all organizations with which the hospital collaborated in developing the implementation strategy

- Philadelphia Department of Health.
- Philadelphia Department of Behavioral Health
- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania
- University of Pennsylvania Office of Government Relations and Community Affairs
- University of Pennsylvania School of Nursing - Healthy in Philadelphia
- Delaware Valley Healthcare Council
- Philadelphia Public Health Centers
- University of Pennsylvania - Center for Public Health Initiatives

C. Unmet needs in this area also include increased educational programs to address:

- a. Cultural and language barriers particularly among non-English speakers, Asian and Latino populations;

*Identify facility's specific programs and resources the facility plans to commit to meeting the need*

The organization will establish a multidisciplinary/multicultural team for the purpose of identifying and remediating cultural and language barriers to care particularly related to cultural communities served: Black 19%, Asian 12% and Latino 8%.

Describe anticipated impact of committed programs and resources on the health need

- Improve patient experience ratings
- Provide education materials in multiple languages
- Improve access to certified medical translators
- Provide culturally competent care

Describe facility's priorities in meeting these needs

This unmet need is of high priority. The first meeting of this effort will occur in June 2013.

*Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need*

- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania
- Philadelphia Department of Health

Identify all organizations with which the hospital collaborated in developing the implementation strategy

- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania
- University of Pennsylvania Office of Government Relations and Community Affairs
- University of Pennsylvania School of Nursing - Healthy in Philadelphia
- Delaware Valley Healthcare Council
- Philadelphia Public Health Centers
- University of Pennsylvania - Center for Public Health Initiatives
- Philadelphia Department of Health

b. Long waits for certain health care services; Psychiatric care

*Identify facility's specific programs and resources the facility plans to commit to meeting the need*

Refer to Page 8, Section B. All programs described will continue to be fully supported.

Describe anticipated impact of committed programs and resources on the health need

The Crisis Response Center provides 24/7 access to psychiatric care regardless of the patient's availability to pay for services.

Describe facility's priorities in meeting these needs

Providing psychiatric care is a primary mission for the organization.

*Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need*

- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania
- Philadelphia Department of Health

Identify all organizations with which the hospital collaborated in developing the implementation strategy

- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania

- University of Pennsylvania Office of Government Relations and Community Affairs
- University of Pennsylvania School of Nursing - Healthy in Philadelphia
- Delaware Valley Healthcare Council
- Philadelphia Public Health Centers
- University of Pennsylvania - Center for Public Health Initiatives
- Philadelphia Department of Health
- Philadelphia Department of Behavioral Health

c. Heart disease and cancer for all residents;

*Identify facility's specific programs and resources the facility plans to commit to meeting the need*

Refer to Page 4 & 5 for full description of programs for heart disease and cancer.

Describe anticipated impact of committed programs and resources on the health need

- Continue to provide the multiple modalities of education for patients with heart disease and cancer in all settings: inpatient and outpatient.
- Support staff to participate in community health fairs which provide screening and education.

Describe facility's priorities in meeting these needs

High priority has been placed on this initiative as evidenced by the continued significant investment in these programs.

*Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need*

- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania
- Philadelphia Department of Health

Identify all organizations with which the hospital collaborated in developing the implementation strategy

- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania
- University of Pennsylvania Office of Government Relations and Community Affairs
- University of Pennsylvania School of Nursing - Healthy in Philadelphia
- Delaware Valley Healthcare Council
- Philadelphia Public Health Centers

- University of Pennsylvania - Center for Public Health Initiatives
- Philadelphia Department of Health
- Joan Karnell Cancer Center

d. Smoking prevention, interventions, and cessation programs; and

*Identify facility's specific programs and resources the facility plans to commit to meeting the need*

- All nursing staff of the Women's & Children's Health Services are certified to provide smoking cessation counseling.
- Currently all patients are provided education and information regarding smoking cessation. This will continue to occur.
- The UPHS Health System will no longer hire individuals who admit to tobacco use after July 1, 2013.
- A reduced employee contribution to health benefits is provided to all current employees who are tobacco free and will continue.

Describe anticipated impact of committed programs and resources on the health need

Reduce number of employees in the Health System who utilize tobacco.

Describe facility's priorities in meeting these needs

The organization's priority is to impact a healthier work force which will through example impact the community we serve.

*Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need*

- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania
- Philadelphia Department of Health

Identify all organizations with which the hospital collaborated in developing the implementation strategy

- Penn Presbyterian Medical Center
- Hospital of the University of Pennsylvania
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- University of Pennsylvania School of Nursing - Healthy in Philadelphia
- Delaware Valley Healthcare Council
- Philadelphia Public Health Centers

- University of Pennsylvania - Center for Public Health Initiatives
- Philadelphia Department of Health

## **V. Health Needs Facility Does Not Intend to Address**

### List of Health Needs the Facility Does Not Plan to Address

1. Adult and Child Dental Care

- a. Dental care is currently not a service provided by Pennsylvania Hospital. Based on current priorities and access to resources there are no plans to address this unmet need.

2. Prescription Drug Coverage: 24.4% of adults do not have prescription drug coverage.

- a. While the organization will continue to provide information for reduced cost prescription programs from pharmaceutical companies and refer patients to state programs for prescription drug plans, the organization does not intend to further address this need based on limited financial resources.

3. Neighborhood Safety

The Pennsylvania Hospital Security team works very closely with the Philadelphia Police Department to assure the safety of the patients served and employees. There are no current plans to extend safety efforts beyond the grounds of the organization.

4. Navigating the complexities of the health care system:

While the organization provides social services, case management support and the support of one nurse navigator working with a primary care practice there are no current plans to broaden these services.